



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aatikd.co.za · Website: www.aatikd.co.za

COURSE BROCHURE

Public Sector Knowledge Management Systems

Business, Commerce and Management Studies / Public Administration

Unit Standard 243109 · NQF Level 6 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips public sector managers and knowledge workers with the skills to design, implement, and maintain effective knowledge management systems. Participants will learn to capture, store, share, and apply organizational knowledge to enhance service delivery, decision-making, and institutional memory within government departments.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	243109
Accreditation	SAQA Accredited · NQF Level 6 · 10 Credits
Duration	7 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Analyze the principles and frameworks of knowledge management systems within the public sector context.
- Design a knowledge management system that aligns with organizational strategy and regulatory requirements.
- Implement processes for capturing, storing, and disseminating explicit and tacit knowledge.
- Evaluate the effectiveness of a knowledge management system using appropriate metrics and feedback mechanisms.
- Demonstrate the ability to promote a knowledge-sharing culture and address barriers to knowledge flow.
- Apply relevant legislation, policies, and ethical guidelines governing information management in the public sector.

WHO SHOULD ATTEND

- Public sector managers, knowledge officers, and senior administrators responsible for information and knowledge management within government departments, municipalities, or public entities.

COURSE OUTLINE

Day 1: Introduction to Knowledge Management in the Public Sector

- Definition and scope of knowledge management.
- The role of KM in improving public service delivery.
- Overview of the South African public sector context.
- Key legislation: PAIA, POPIA, and related policies.
- Data, information, and knowledge hierarchy.
- Types of knowledge: explicit vs. tacit.
- Benefits and challenges of KM in government.
- Case study: Successful KM initiatives in SA government.

Day 2: Knowledge Management Frameworks and Models

- Overview of KM frameworks: SECI, Wiig, Bukowitz & Williams.
- The knowledge lifecycle: creation, storage, sharing, application.
- Adapting frameworks for the public sector.
- Stakeholder analysis: knowledge workers, managers, citizens.
- Knowledge audits: purpose and methods.
- Developing a KM strategy aligned with organisational goals.
- Group activity: Map a KM framework to a government department.

Day 3: Knowledge Capture and Codification

- Techniques for capturing tacit knowledge: interviews, observation, mentoring.
- Storytelling and communities of practice.
- After-action reviews and lessons learned.
- Codification strategies: documents, databases, wikis.
- Knowledge repositories: design and governance.
- Quality control: ensuring accuracy and relevance.
- Practical exercise: Conduct a mock after-action review.
- Tools overview: SharePoint, Confluence, open-source options.

Day 4: Knowledge Sharing and Collaboration

- Barriers to sharing: silos, culture, technology.
- Incentives and motivation for knowledge sharing.
- Communities of practice: setup and facilitation.
- Social media and enterprise collaboration platforms.
- Leadership and change management for KM.
- Building a knowledge-sharing culture.
- Legal and ethical considerations in sharing.
- Case study: KM in a SA government department.

Day 5: Knowledge Storage and Retrieval Technologies

- Database management systems for KM.
- Document management systems (DMS).
- Metadata standards and taxonomies.
- Search engines and information retrieval.
- Information security: classification, access rights.
- Backup and disaster recovery.

- Cloud vs. on-premise solutions.
- Practical: Navigate a DMS and perform searches.

Day 6: Measuring and Evaluating Knowledge Management

- Key performance indicators (KPIs) for KM.
- Knowledge management maturity models.
- Balanced scorecard approach.
- Qualitative vs. quantitative measures.
- Feedback loops and continuous improvement.
- Reporting KM outcomes to stakeholders.
- Case study: Evaluating a KM initiative.
- Group exercise: Design a KM dashboard.

Day 7: Implementation and Integration of KM Systems

- Project planning for KM implementation.
- Integration with HR, IT, and strategic planning.
- Change management strategies.
- Training and user adoption.
- Risk management and mitigation.
- Sustainability and scaling.
- Final group project: Present a KM implementation plan.
- Course review and assessment.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **10 NQF credits** at **NQF Level 6**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 31,000.00	R 31,000.00
1	In-House	R 40,400.00	R 40,400.00
1	On-Campus (Pretoria)	R 46,500.00	R 46,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
31 Jul 2026	10 Aug 2026	On-Campus	Lagos, Nigeria
03 Aug 2026	11 Aug 2026	On-Campus	Mauritius
04 Aug 2026	12 Aug 2026	On-Campus	Cape Town, South Africa
05 Aug 2026	13 Aug 2026	On-Campus	Dubai, UAE
06 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
06 Aug 2026	14 Aug 2026	On-Campus	Lagos, Nigeria
07 Aug 2026	17 Aug 2026	On-Campus	Johannesburg, South Africa
10 Aug 2026	18 Aug 2026	On-Campus	Cape Town, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 243109) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza, 1122 Burnett St, Hatfield 0028, Pretoria, Gauteng, South Africa
Tel: +27 12 004 8389 · WhatsApp: +27 65 077 6310 · apply@aaticd.co.za · www.aaticd.co.za